

HMO Patient's Right to File a Complaint

You may send a complaint to your HMO if you are not happy with your HMO's operations, procedures, or the health care services you received from your doctors. HMOs must meet required deadlines to resolve your complaint and must give you a written answer. If you are not happy with the HMO's decision, you can appeal the decision to the HMO's appeal panel. The appeal panel members cannot be the same individuals who reviewed or decided your complaint. Call or write to your HMO to find out more about the HMO's complaint and appeal process.

You may also contact the Texas Department of Insurance for more information about your rights and about HMO requirements at the following address and telephone numbers:

Texas Department of Insurance
HMO Complaint Helpline
1-800-252-3439
In Austin, Call 463-6515
Servicio en Español